

# ADA PARATRANSIT SERVICES

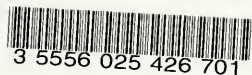


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# ADA PARATRANSIT SERVICES

## CONTENTS

Forward	4
Eligibility for Pace ADA Paratransit Service	5
Where and When Pace ADA Paratransit Service is Available	6
How Pace ADA Paratransit Service is Provided	8
Fares	8
Traveling With a Companion	9
Calling to Schedule an ADA Paratransit Service Trip	9
Punctuality - Passengers and Drivers	12
Changing a Trip Already Scheduled	13

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<b>Cancellations and No-Shows</b>	<b>13</b>
<b>Showing Passenger I.D. Card</b>	<b>14</b>
<b>Required Use of Floor Restraints</b>	<b>15</b>
<b>Limited Passenger Assistance</b>	<b>15</b>
<b>Subscription Service</b>	<b>16</b>
<b>Transfers Between ADA Paratransit Service Areas</b>	<b>17</b>
<b>Unsafe Behavior - Pace Right to Refuse Service</b>	<b>17</b>
<b>Other Prohibited Behavior</b>	<b>18</b>
<b>Rider Complaints, Compliments, General Information</b>	<b>19</b>
<b>Conclusion</b>	<b>19</b>

## **FORWARD**

**Pace ADA Paratransit Service is a curb-to-curb service for persons who, because of a disability, are unable to use conventional fixed-route transportation service. This booklet describes how the Pace ADA Paratransit Service program works and what the guidelines are for using it.**

**Pace provides a wide variety of public transportation services. While ADA Paratransit is the only Pace service solely for people with disabilities, nearly all other Pace transportation services are designed to serve people with disabilities.**

- More than 40% of Pace's regular fixed routes are operated using buses equipped with lifts.**
- More than 95% of all Pace dial-a-ride services are operated using small buses and vans equipped with lifts.**
- Accessible vans are available for use in Pace's vanpool services program.**
- A special reduced fare for persons with disabilities is offered on each of these services.**

For additional information on Pace's ADA Paratransit Services, fixed-route services, dial-a-ride services, or vanpool services, please call-

**Pace's Passenger Services:**

Monday-Friday 8:00-5:00

708-364-PACE (7223)

TTY 708-364-5093

(for hearing impaired only)

## **ELIGIBILITY FOR PACE ADA PARATRANSIT SERVICE**

The Regional Transportation Authority (RTA) is responsible for registration and eligibility determinations for Pace ADA Paratransit Services as well as for CTA Paratransit Services. To obtain an application, please call:

(312) 917-HELP (4357)

TTY (312) 917-1338

(for hearing impaired only)

Upon completion of the application, please return it to the RTA.

When the RTA first receives it, they review it to decide if additional information is required. If complete, the RTA



determines eligibility for ADA Paratransit Services.

Once eligibility is established, the passenger's name and ADA registration number is added to Pace's ADA Paratransit rider listing. In addition, the RTA mails a letter to the passenger verifying the eligibility. An ADA Paratransit ID card is sent later.

Passengers who are eligible for ADA Paratransit Services are automatically eligible to use Pace and CTA fixed-route services at half the regular fare. Passengers are allowed to travel with an attendant who will also be eligible for the reduced fare for accompanied trips on fixed route services. In both cases, the ADA Paratransit Services ID card must be shown to the driver.

## **WHERE AND WHEN PACE ADA PARATransit SERVICE IS AVAILABLE**

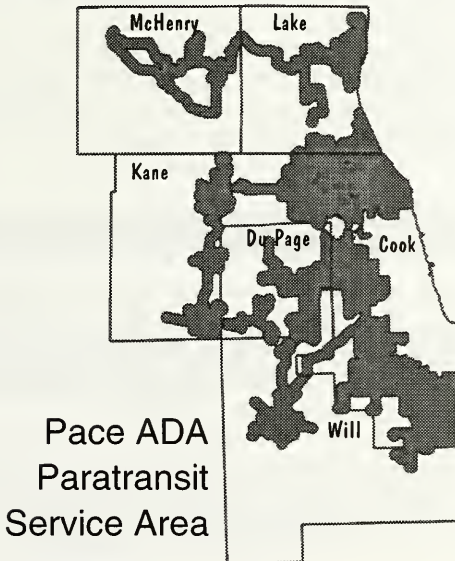
Pace ADA Paratransit Service operates throughout the six county northeastern Illinois region only where Pace conventional fixed-routes are operated. The map on the facing page shows the general outline of the service area for Pace ADA Paratransit Service. In areas where Pace does *not* have regular fixed-routes, no ADA Paratransit Service is offered.



Pace ADA Paratransit Service operates on the same days and during the same hours as Pace's conventional fixed-route service. If no evening or weekend conventional fixed-route service is provided in an area, there is no evening or weekend ADA Paratransit Service.

Additional information on the service area boundaries, the days, and the hours of Pace ADA Paratransit Service for each of the six counties is available through Pace Passenger Services.

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## **HOW PACE ADA PARATRANSIT SERVICE IS PROVIDED**

Pace contracts with various transportation operators to provide ADA Paratransit Service. Pace leases its own lift-equipped paratransit vehicles (small buses and vans) to these operators. A single operator is contracted to provide the ADA Paratransit Service in a given county, or large part of a county. The Pace ADA Paratransit Service areas are listed below.

North Cook County	Kane County
South Cook County	McHenry County
West Cook County	North/Central Lake County
North DuPage County	Southeast Lake County
South DuPage County	Will County

## **Fares**

The one-way fare for ADA Paratransit Services is identical for all trips, regardless of service area or distance traveled. Transfers to a regular fixed-route or another ADA service area are provided at no additional charge.

Payment of the exact fare is required and must be paid at the time of the trip. Passengers who are able, should put the fare directly in the

farebox. If a passenger is unable to do this, the driver may assist, if requested.

Passengers may purchase books of ADA Paratransit Services tickets which include 10 tickets. A form to purchase tickets by mail is available through Pace Passenger Services. Many passengers find this more convenient than carrying the exact fare.

## **TRAVELING WITH A COMPANION**

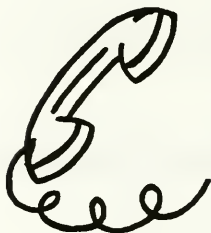
Eligible ADA riders may travel with one companion, or more than one companion if space permits. The first companion can travel at no charge. Additional companion(s) are required to pay the full ADA Paratransit Service fare.

Companions must be picked-up and dropped-off at the same location as the ADA eligible rider.

## **CALLING TO SCHEDULE AN ADA PARATRANSIT SERVICE TRIP**

Calls to schedule trips should be made directly to the operator serving the area traveled. The additional information provided with this booklet lists the telephone numbers of each of the operators that provide Pace ADA Paratransit

**Services.** The information also tells the hours of the day that the scheduling office is open for accepting requests and how far in advance a passenger may call to schedule a trip.



Occasionally, there may be difficulty in getting through on the telephone to schedule a ride because the lines are busy with other calls. This is especially true in the first hour that the scheduling office is open. Calls are answered in the order received. The

schedulers are instructed to be brief during these busy hours so they can complete each call quickly and take other calls coming in to the scheduling office. When calling to schedule a trip, be ready to provide the following passenger information:

1. Name and ADA Registration (ID) Number
2. Date of the trip(s)
3. Requested pick-up time(s)
4. The exact street address (and building entrance) of each location, pick-up and drop-off
5. If a companion or personal care attendant will also be traveling
6. If the wheelchair lift will be required

7. If there is a specific appointment, the time of the appointment
8. The telephone number of pick-up location (if different from your own)

The scheduler tries to fit the trip in as near to the requested time as possible. However, it is helpful if times can be somewhat flexible.

Because there is a very heavy demand for ADA Paratransit Services, it is not possible to guarantee that every request for a trip can be met. The scheduler keeps a record of trip requests that are turned down. Occasionally, the scheduler may receive a cancellation by another user, or a request to reschedule a trip. In this case, a trip that was originally turned down may then be possible and the scheduler will telephone passengers to fill the trip slots.

As part of Pace's quality control efforts, calls to schedule rides may sometimes be tape-recorded. The primary purpose is to confirm that all customer calls are handled promptly, courteously, and accurately. Callers are able to tell if the call is being taped, either by a recorded message or by a beep tone that recurs intermittently. Please understand that the taping is only to help us improve the quality of our service.

## PUNCTUALITY - Passengers & Drivers

Riders are asked to be ready to leave 15 minutes prior to the scheduled pick-up time. If the vehicle arrives up to 15 minutes early, it is helpful but not obligatory if the passenger can leave immediately.

Every ADA Paratransit driver aims to be at the pick-up point on time, or slightly early, but traffic conditions affect travel times a great deal. Passengers should not have to wait more than 15 minutes after the scheduled pick-up time. Please be aware however that the provider is considered to be "on-time" if they make a pick-up within 15 minutes of a scheduled trip.



Passengers are urged to wait at the exact doorway and address indicated when scheduling the trip. Whenever possible, wait where the vehicle's

arrival can be seen. Drivers are not required to knock or ring doorbells. If a passenger is more than five minutes late for a scheduled pick-up time, the driver may not be able to wait and may leave for the next pick-up.

## CHANGING A TRIP ALREADY SCHEDULED

Passengers needing to change the time or destination of a trip previously scheduled should notify the scheduling office as soon as possible. Schedulers do the best they can to accommodate the passenger's request for a change in time, but this is not always possible. The sooner the passenger calls to request the change, the more likely the scheduler is able to accommodate it.

Drivers are not authorized to make changes in trip times or pick-up or drop-off locations. All requests for changes must go through the scheduling office of the service providers.

## CANCELLATIONS AND NO-SHOWS

If a passenger needs to cancel a previously scheduled ride, they should call the scheduling office as soon as possible so that a trip can be provided to another passenger. A passenger who does not call to cancel is considered a "no-show". A passenger who cancels with less than two hours notice is considered a "late cancellation". Late cancellations disrupt service delivery and take up ride time that could have been used to accommodate the travel needs of others. If a

passenger has an excessive number of no-shows or late cancellations, Pace may suspend the passenger's use of Pace ADA Paratransit Services.

## SHOWING PASSENGER ID CARD

At the beginning of a trip, the passenger must show the driver their ADA Paratransit Identification Card (or Letter of Certification from the RTA if the card has not yet been received). Passengers may be denied service if they do not present the ID Card.

At the end of a trip, before the passenger leaves the vehicle, the driver must fill out a trip ticket or log sheet showing the actual time the passenger was picked up and dropped off. The driver is required to show the completed ticket or log sheet to the passenger. After reviewing it and determining that it is accurate, the passenger should sign their name which serves as confirmation that the information is correct.

If a passenger is unable to sign their name, the driver is required to indicate this on the ticket or log. Passengers should not sign if the information is inaccurate and should ask the driver to correct the information as necessary.



## REQUIRED USE OF FLOOR RESTRAINTS

Passengers using a wheelchair or other mobile assistive device must allow it to be secured with the vehicle's floor restraint system.

Also, for the passenger's safety, we strongly encourage the use of the lap belt and shoulder belts provided in the vehicles.



## LIMITED PASSENGER ASSISTANCE

An ADA Paratransit Service driver will secure a passenger's wheelchair or other mobile assistive device, using the floor restraints. When requested, the driver may provide assistance to a passenger, if in the driver's best judgement, this enhances the safety of the passenger and the safety of the driver and other passengers will not be compromised. Under these circumstances, the driver may assist passengers in 1) boarding and exiting the vehicle; 2) getting to or from the exterior door of their pick-up point or destination. At no time may the driver leave sight of the vehicle.

- Passengers are expected to carry on their own packages.

## SUBSCRIPTION SERVICE

A subscription ride is defined as a ride which is taken at least two times per week between the same origin and destination and at the same times. Subscription service, where available, is limited. Currently, in most service areas, during the most popular ride times, the maximum level of subscription rides are being provided. Therefore, most requests for subscription services cannot be accommodated immediately. If a passenger wants to be considered for subscription service, please notify Pace in writing, and provide the following information:

- Name
- Identification #
- Pick-Up Address for Subscription Trip
- Drop-Off Address for Subscription Trip
- Time of Pick-Up
- Time of Drop-off
- Days of the week subscription service is needed

All subscription requests should be addressed to:

Pace Paratransit Department/Subscription Request  
550 W. Algonquin Road  
Arlington Heights, IL 60005

All subscription requests received are date stamped and placed on a waiting list. Requests within each service area (and hours of service) are handled on a first come first served basis. Pace will contact passengers to verify the subscription trip information when subscription spaces become available.

## **TRANSFERS BETWEEN ADA PARATRANSIT SERVICE AREAS**

Passengers can travel between different Pace ADA Paratransit Service areas, if the areas are adjacent. Also, passengers can travel between Pace ADA Paratransit Service areas and the Chicago Transit Authority's (CTA's) Paratransit Service area, if the service areas are adjacent.

In order to arrange travel between adjacent areas, a passenger must call the different providers from each area and schedule a transfer trip.

## **UNSAFE BEHAVIOR - Pace Right to Refuse Service**

Pace reserves the right to refuse service to anyone who poses a threat to the safety of other passengers or the driver, or whose behavior poses a threat to their own safe transport.

## **OTHER PROHIBITED BEHAVIOR**

No eating, drinking or smoking is allowed on the bus.

## **RIDER COMPLAINTS, COMPLIMENTS, GENERAL INFORMATION**

Pace staff works closely with ADA Paratransit Service providers and monitors all services with the goal of continually improving quality. Pace also relies on the passengers to help with monitoring, so we welcome passenger comments — both criticism and praise.

Any complaints should be made directly to Pace Passenger Services at:

708-364-PACE (7223)  
TTY 708-364-5093  
(for hearing impaired only)

Pace staff is best able to investigate and resolve complaints or problems when the passenger notifies us promptly after the occurrence, and provides specific information as to date, time, and other relevant details.

General concerns, commendations, suggestions, or requests for general information on any Pace services also should be directed to Pace Passengers Services.

## **IN CONCLUSION**

Pace ADA Paratransit service aims to offer efficient and economic service which is:

- Safe
- Reliable
- Comfortable
- Responsive
- Courteous
- Helpful
- Punctual

Passenger involvement and comments are welcome at all times.

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Pace is the Suburban bus  
division of the Regional  
Transportation Authority of  
Northeastern Illinois. Pace is  
charged with administering and  
providing for all non-rail mass  
transit service in suburban  
Cook, DuPage, Kane, Lake,  
McHenry, and Will Counties.

DEMCO

550 W. Algonquin Road  
Arlington Heights, IL 60005  
708.364.7223

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# DuPage

## Curb-to-Curb Service

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# PACE'S DUPAGE COUNTY

Pace has two programs which offer Curb to Curb services in DuPage County. These are ADA Paratransit Services and Dial-A-Ride Services.

The ADA Paratransit Services are provided in an area within 3/4's of a mile of Pace fixed route service. The area outlined in blue on the enclosed map shows the basic ADA service area. For a more detailed map of the ADA service area contact Pace Passenger Services at (708)364-7223.

ADA services are provided only to people with disabilities who meet regional eligibility criteria.



# CURB TO CURB SERVICES

Pace Dial-A-Ride Services are generally provided in a more localized area. The different Dial-A-Ride service areas are shown in different colors on the enclosed map. These services are provided for senior citizens, persons with disabilities, and in some cases, to the general public.

**For further information about Pace  
services in DuPage County, contact  
Pace Passenger Services at (708)364-7223.**

## DuPage County ADA Paratransit Services

**Eligibility:** Individuals with Disabilities that are Registered with the RTA, Pace or CTA. Registration materials are available by contacting the RTA at 1-312-917-HELP (4357)

**Times:** Monday - Friday      Saturday (Reduced Area)      Sunday (Reduced Area)  
5:00 am - 8:00 pm      6:25 am - 8:45 pm      9:00 am - 8:40 pm

For specific hours and areas served, refer to Pace's DuPage ADA Paratransit Service Area maps. These are available by contacting Pace Passenger Services at 708-364-7223

**Trips Are Scheduled 1 Day In Advance**

**Fare:** \$1.50 One Personal Care Attendant/Companion may accompany passenger at no charge.

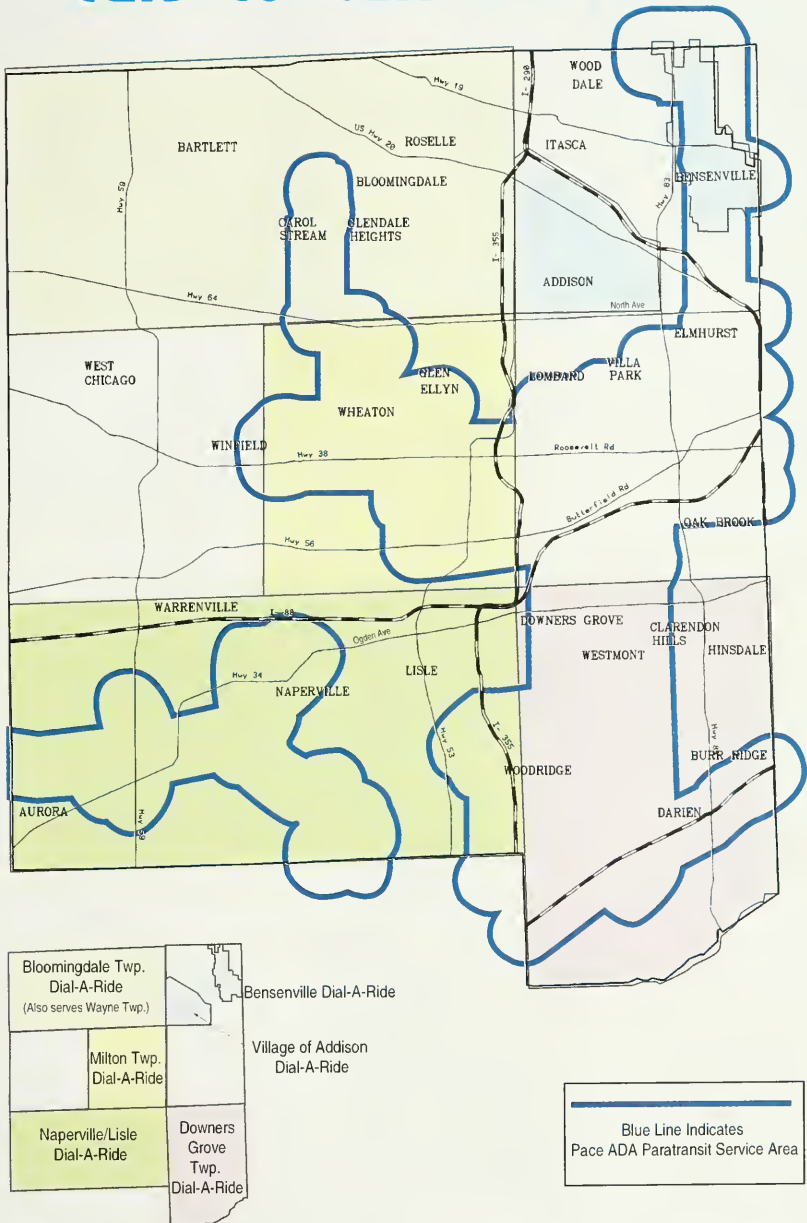
North DuPage ADA Paratransit Service		South DuPage ADA Paratransit Service	
<b>Telephone #:</b>	<b>708-893-7555</b>	<b>Telephone #:</b>	<b>1-800-924-9231 TDD 1-800-994-9999</b>
<b>Service Area:</b>	Areas within 3/4 mile of Pace fixed routes in Bloomingdale, Wayne, Addison, Winfield, Milton and Northern York Townships.	<b>Service Area:</b>	Areas within 3/4 mile of Pace fixed routes in Downers Grove, Naperville, Lisle, Milton and Southern York Townships.

## DuPage County Dial-A-Ride Services

<p><u><b>Village of Addison Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 708-543-9391</p> <p><b>Eligibility:</b> Anyone</p> <p><b>Service Area:</b> Village of Addison</p> <p><b>Days/Times:</b> Monday - Friday 10:00 am-3:00 pm</p> <p><b>Trips Scheduled 1 DAY in advance</b></p> <p><b>Fare:</b> \$1.50 \$0.75 Elderly (Age 65+), Individuals with Disabilities</p> <p><i>Trips are also available to selected medical facilities and shopping centers on specified days. Call 543-9391 for specific days and times.</i></p>	<p><u><b>Bensenville Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 708-350-3425</p> <p><b>Eligibility:</b> Anyone</p> <p><b>Service Area:</b> Village of Bensenville</p> <p><b>Days/Times:</b> Monday - Friday 6:00 am-6:00 pm</p> <p><b>Trips Scheduled 30 MINUTES in advance</b> (24 hour notice requested for wheelchair trips)</p> <p><b>Fare:</b> \$2.00 \$1.00 Elderly (Age 65+), \$1.00 Individuals with Disabilities and Students (\$0.50 surcharge for Passengers using Passes or Transfers)</p>	<p><u><b>Bloomingtondale Twp Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 893-7555</p> <p><b>Eligibility:</b> Anyone</p> <p><b>Service Area:</b> Bloomingtondale and Wayne Townships, and the Village of Carol Stream</p> <p><b>Days/Times:</b> Mon - Fri 8:00 am-5:00pm</p> <p><b>Trips Scheduled 1 Day In Advance</b></p> <p><b>Fare:</b> \$1.30 \$0.75 Elderly (Age 65+), Individuals with Disabilities and Students</p>
<p><u><b>Downers Grove Twp Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 1-800-924-9252</p> <p><b>Eligibility:</b> Elderly (Age 65+) and Individuals with Disabilities</p> <p><b>Service Area:</b> Downers Grove Township</p> <p><b>Times:</b> Monday - Friday 7:30 am-5:00 pm</p> <p><b>Trips Scheduled 1 WEEK in Advance</b></p> <p><b>Fare:</b> \$1.50 \$0.50 Trips to the Downers Grove or Westmont Nutrition Centers</p> <p><i>(Ride Tickets should be purchased from Downers Grove Township. Call 968-6408 for ticket information.)</i></p>	<p><u><b>Milton Township Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 1-800-545-7979</p> <p><b>Eligibility:</b> Elderly (Age 65+) and Individuals with Disabilities</p> <p><b>Service Area:</b> Milton Township and Central DuPage Hospital</p> <p><b>Days/Times:</b> Monday - Friday 8:00 am-5:00 pm</p> <p><b>Trips Scheduled 1 DAY in Advance.</b> Medical trips may be scheduled up to 3 DAYS in Advance.</p> <p><b>Fare:</b> \$0.75</p> <p><i>(Trips are also available on Wednesdays to Yorktown Shopping Center, and on Thursdays to Stratford Square Mall. The fare for these shopping trips is \$1.50 each way/\$3.00 round trip)</i></p>	<p><u><b>Naperville/Lisle Dial-A-Ride</b></u></p> <p><b>Telephone #:</b> 1-800-924-9231</p> <p><b>Eligibility:</b> Elderly (Age 60+) and Individuals with Disabilities</p> <p><b>Service Area:</b> Naperville and Lisle Townships</p> <p><b>Days/Times:</b> Monday - Friday 7:30 am-5:00 pm</p> <p><b>Trips Scheduled 1 DAY in Advance</b></p> <p><b>Fare:</b> \$0.75</p> <p><i>(Trips are also available to Good Samaritan Hospital, the Wheaton Eye Clinic in Wheaton (Tuesday mornings and all day Wednesday), the College of DuPage (Wednesdays), and to downtown Downers Grove on Fridays. The fare for these trips is \$1.50 each way/\$3.00 round trip)</i></p>

# DuPage County

## Curb-to-Curb Services





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# Milton Township Dial-A-Ride

## *Updated Information*

**Telephone: (708) 893-6525**

Also please note that the Yorktown Shopping Center trip is available *only on the second Wednesday* of the month, and the Stratford Square Mall trip is *only available on the second Thursday* of the month.





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# WILL ADA SERVICES

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## **PACE'S WILL COUNTY ADA PARATRANSIT SERVICES**

Will County ADA services are available in portions of Will County beginning April 18, 1994. The curb-to-curb service operates in areas that are within three-quarters of a mile of Pace fixed route buses, and is available to any person who meets regional eligibility requirements.

The ADA service areas, days, and hours are established in compliance with the provisions of the Americans with Disabilities Act. Days and hours of service are provided approximately during those days and hours that specified fixed route(s) servicing that area are in operation.

In order to use Pace ADA Services, you must have a Pace or CTA Special Services Card or an RTA ADA Paratransit I.D. card. Call the RTA at (312)917-HELP for registration information and to obtain an application. TDD: (312)917-1338 (hearing impaired only).

The fare is \$1.50 for a one-way trip.

## **HOURS OF OPERATION**

Service is available in the entire ADA area from 5:30 a.m. to 6:15 p.m., Monday through Friday. Some areas also have early morning, early evening, and weekend service. Contact the reservation numbers listed below for information on extended service hours.

## **SCHEDULING TRIPS MONDAY THROUGH FRIDAY**

To schedule weekday trips call: 1-800-244-4410 (TDD 1-800-393-4232)

Trips may be scheduled up to 14 days prior to the day you need to travel. The reservation office is open Monday through Friday between 5:00 a.m. and 5:00 p.m. and on Saturday between 9:00 a.m. and 3:00 p.m.

# **SCHEDULING TRIPS SATURDAY, SUNDAY AND HOLIDAYS**

To schedule weekend or holiday trips, call: 1-800-815-1666 (TDD 1-800-994-9999)

Trips may be scheduled up to 14 days prior to the day you need to travel. The reservation office is open on weekdays between 6:00 a.m. and 5:00 p.m. and on weekends and holidays between 9:00 a.m. and 4:00 p.m.

## **PACE DIAL-A-RIDE SERVICE**

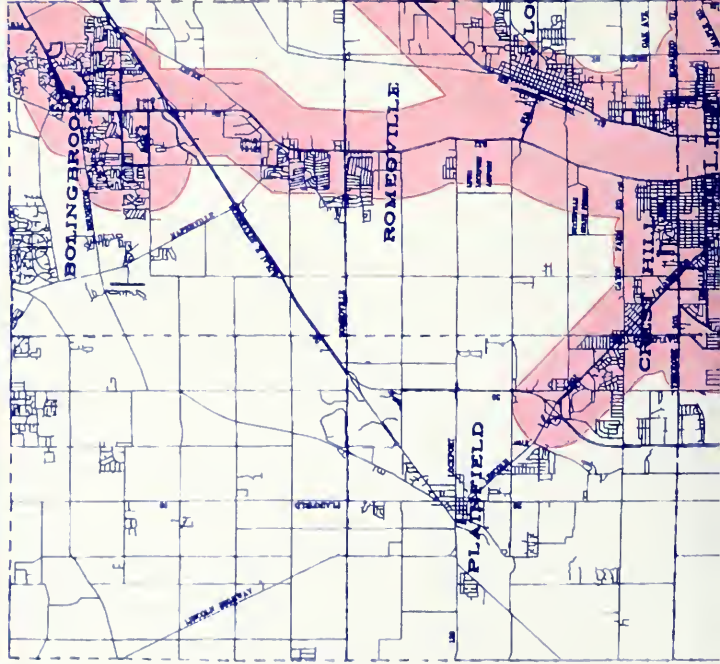
Pace continues to offer local Dial-A-Ride services for senior citizens and persons with a disability in many parts of Will County. The ADA service is offered in addition to the local dial-a-ride service. Pace encourages you to use these convenient, curb-to-curb services for your travel needs.

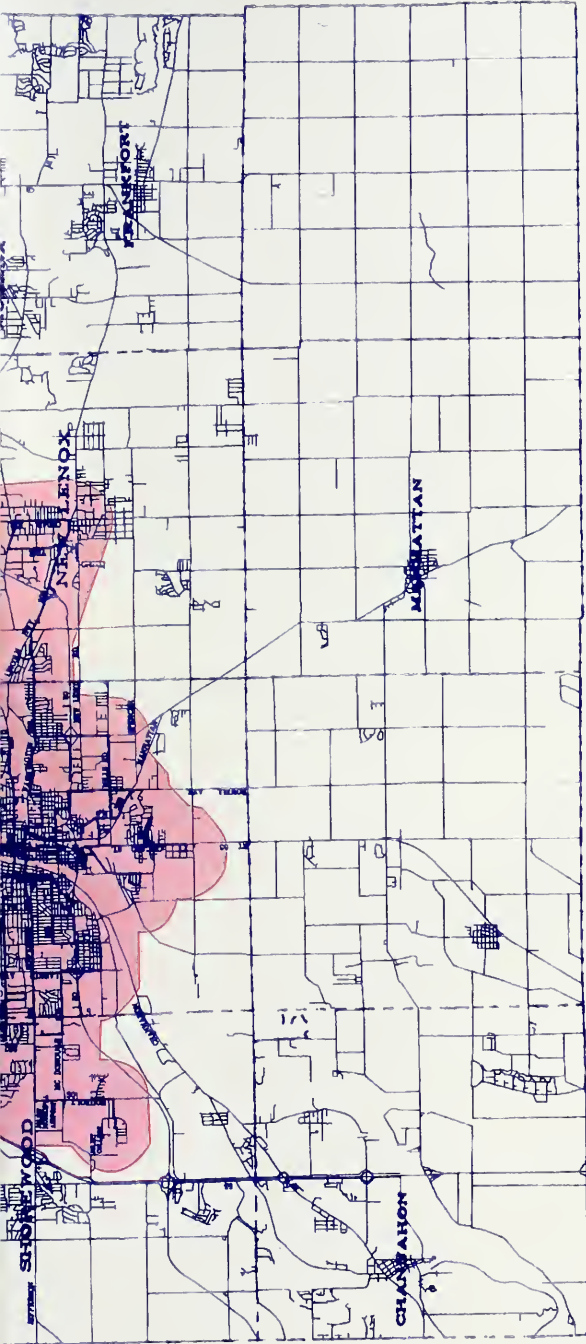
For information on local Dial-A-Ride services, call Pace Passenger Services at (708)364-7223.



# *Will County*

## *ADA Service Area*





The Will County ADA full service area is marked in orange. ADA curb-to-curb service is available Monday through Friday from 5:30 a.m. - 6:15 p.m. For information on the extended weekday service hours please call 1-800-244-4410. For information on Saturday, Sunday or holiday service call 1-800-815-1666. You may also contact Pace Passenger Services at 1-708-364-7223.



*Your Suburban Transportation Solution*





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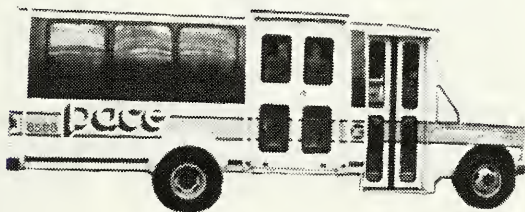


# McHENRY COUNTY

CONNECTIONS

FIXED ROUTE  
DIAL-A-RIDE  
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## PICK UP YOUR PACE IN MCHENRY COUNTY

Pace provides a full array of services in McHenry County which are available to speed you on your way. From traditional fixed routes between major McHenry County cities with connections to Metra rail service, to convenient curb to curb dial-a-ride within the cities, to specialized service for persons with a disability, we have the solution to your transportation needs.

### GETTING AROUND:

**FIXED ROUTES** operate weekdays only, from approximately 6:00 am. to 9:30 am. and again from 2:30 pm. to 7:00 pm.

**ROUTE 806** - for travel between Crystal Lake and Fox Lake via McHenry.

**ROUTE 807** - for travel between McHenry and Woodstock via Wonder Lake, and

**ROUTE 808** - for travel between Crystal Lake and Harvard via Woodstock.  
(consult individual schedules for specific routings and times)

**MIDDAY INTER-COMMUNITY DIAL-A-RIDE** operates weekdays only, designed to provide convenient curb to curb dial-a-ride service between cities during that period when the fixed routes do not run, approximately 9:00 am. to 2:00 pm. To schedule a ride, call 1-800-451-4599, one business day in advance of the day you would like to travel. This service provides trips between the same areas as the fixed route service, except it does not extend all the way to Harvard but does allow for transportation between Crystal Lake and Spring Hill Mall in Kane County.

**SOUTHEAST MCHENRY COUNTY DIAL-A-RIDE** operates weekdays only, from 6:30 am. to 7:00 pm. providing curb to curb dial-a-ride services within and between the Crystal Lake, Cary, Fox River Grove, Algonquin, Oakwood Hills, Holiday Hills, Prairie Grove and Lake-in-the-Hills areas. To schedule a ride, call 1-800-451-4599 or 1-800-273-5939, one business day in advance of the day you would like to travel.

**CRYSTAL LAKE DIAL-A-RIDE** operates weekdays, 6:30 am. to 7:00 pm. and Saturdays 9:00 am. to 5:00 pm., providing curb to curb dial-a-ride service within the City of Crystal Lake. To schedule a ride, call 455-5900, at least 60 minutes before you would like to be picked up.

**MCHENRY TOWNSHIP DIAL-A-RIDE** operates weekdays, 6:30 am. to 6:00 pm. and Saturdays 9:00 am. to 5:00 pm., providing curb to curb dial-a-ride service primarily within the City of McHenry, with limited service to portions of McHenry Township outside city boundaries. Saturday service is restricted to the City of McHenry only. To schedule a ride within the city, call 1-800-451-4599, at least 60 minutes before you would like to be picked up. For areas outside of the city, call one business day in advance.

**HARVARD DIAL-A-RIDE** operates weekdays only, 6:15 am. to 4:00 pm., providing curb to curb dial-a-ride service within the City of Harvard. To schedule a ride, call 943-7700, at least 30 minutes before you would like to be picked up.

**MARENGO DIAL-A-RIDE** operates weekdays only, 9:00 am. to 4:00 pm., providing curb to curb dial-a-ride service within the City of Marengo, Village of Union and Marengo and Riley Townships. To schedule a ride, call 1-800-273-5939, at least 30 minutes before you would like to be picked up.

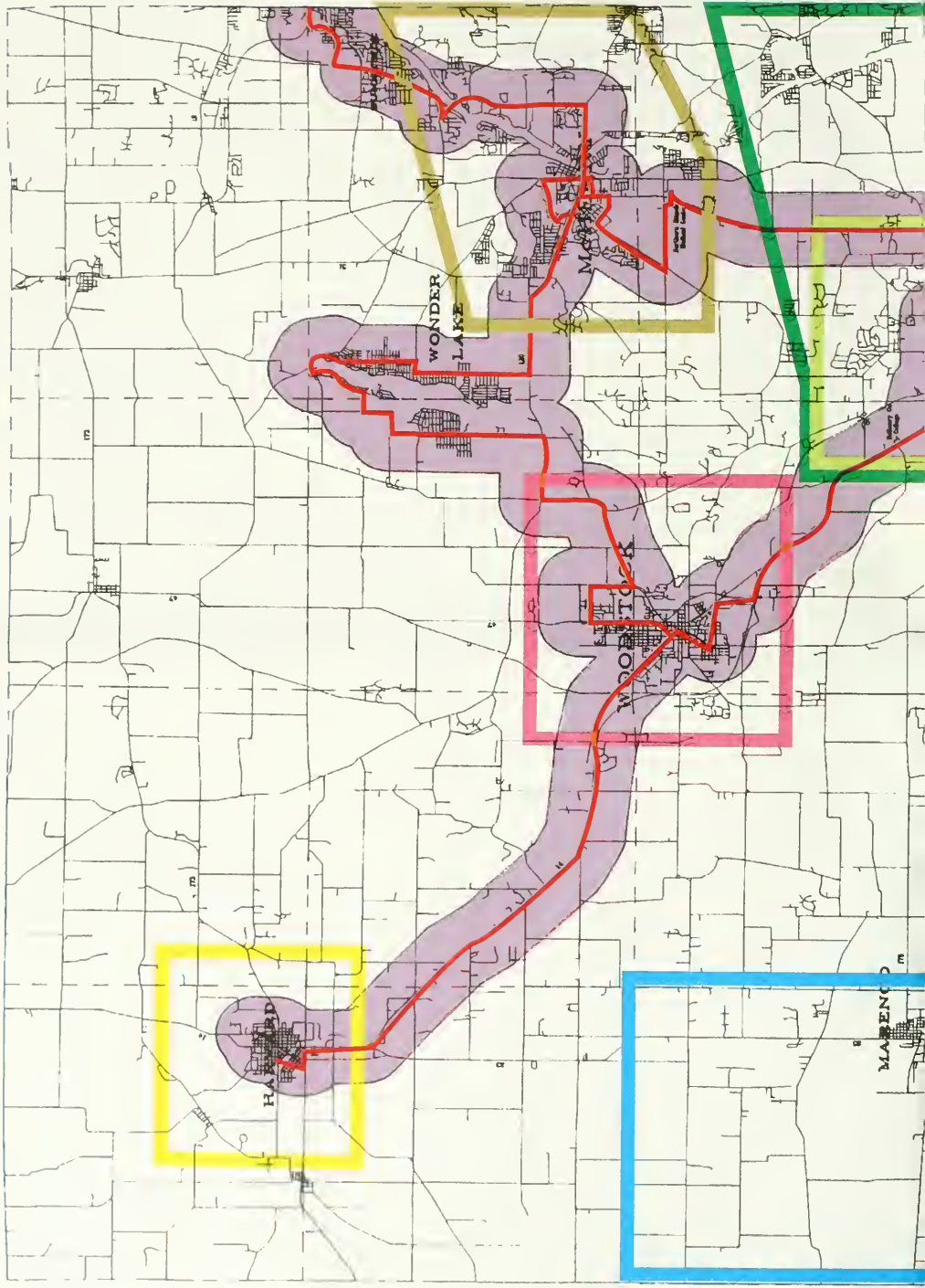
**WOODSTOCK DIAL-A-RIDE** operates weekdays from 6:00 am. to 6:00 pm., Saturday, from 9:00 am. to 3:00 pm., and Sunday from 8:00 am. to 2:00 pm., and provides curb to curb dial-a-ride service within the City of Woodstock. To schedule a ride, call 338-5240, weekdays between 8:00 am. and 5:00 pm. at least 30 minutes before you would like to be picked up (for trips before 8:00 am. call the day before). Schedule Saturday trips 30 minutes in advance between 9:00 am. and 1:00 pm., for Sunday trips call to reserve your ride on Saturday.

**ALL OF THE ABOVE SERVICES ARE OPEN TO AND AVAILABLE TO THE GENERAL PUBLIC.**

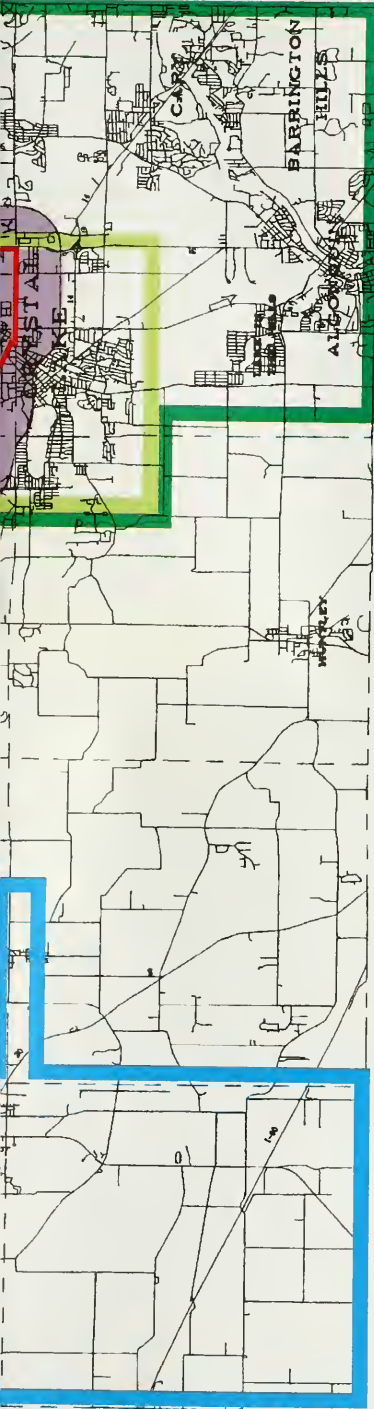
**MCHEMRY COUNTY ADA PARATRANSIT SERVICE** service areas, days and hours of operation are established in compliance with provisions of the Americans with Disabilities Act. Services are provided during those days and hours that fixed route(s) serving the area are in operation. Service area may vary by individual route. In order to use ADA Paratransit Services, you must have a Pace or CTA Special Services Card or RTA ADA Paratransit I.D. Card. Call the RTA at (312) 917-HELP (4357), for registration information and to obtain an application.  
TTY: (312) 917-1338 (hearing impaired only).  
To schedule a ride call 1-800-451-4599, one business day in advance of the day you need to travel. Trips may be scheduled up to 14 days prior to the day you need to travel.

**SEE INSIDE MAP FOR MORE SPECIFIC INFORMATION  
ON PACE MCHEMRY COUNTY SERVICES  
OR CALL PACE PASSENGER SERVICES AT  
(708) 364-7223**

# Pace McHenry County Services







### FIXED ROUTE SERVICE

Conventional fixed route service between major population centers.  
 Days: Monday through Friday  
 Hours: Approximately, 6:00 to 9:30 am and 2:00 to 7:00 pm  
 ROUTE 806-Between Crystal Lake and Fox Lake  
 ROUTE 807-Between McHenry and Woodstock  
 ROUTE 808-Between Crystal Lake and Harvard  
 Fares: \$1.15-Full, \$0.55-Reduced  
 For additional information consult individual timetables.

### MIDDAY INTER-COMMUNITY DIAL-A-RIDE

Convenient dial-a-ride service between Crystal Lake and Fox Lake, McHenry and Woodstock, via Wonder Lake, Crystal Lake and Woodstock, Crystal Lake and Spring Hill Mall via Lake-in-the-Hills and Algonquin.  
 Days: Monday through Friday  
 Hours: Approximately, 9:30 am to 2:00pm  
 For reservations, call: 1-800-451-4599,  
 one business day in advance.  
 Fares: \$1.30-Full \$0.65-Reduced

### SOUTHEAST MCHENRY COUNTY DIAL-A-RIDE

Provides curb to curb dial-a-ride service to the Cary, Fox River Grove, Algonquin, Oakwood Hills, Holiday Hills, Prairie Grove and Lake-in-the-Hills areas and to and from Crystal Lake.  
 Days: Monday through Friday  
 Hours: Approximately, 6:30 am to 7:00pm  
 For reservations call: 1-800-451-4599, or 1-800-273-5939  
 one business day in advance  
 Fares: \$1.50-Full \$0.75-Reduced

### McHENRY TOWNSHIP DIAL-A-RIDE

Provides curb to curb dial-a-ride service primarily within the City of McHenry, with limited service to other portions of McHenry Township. Saturday service restricted to city only.  
 Days: Monday through Saturday  
 Hours: Weekdays 6:30 am to 6:00 pm  
 Saturday 9:00 am to 5:00 pm  
 For Reservations Call: 1-800-451-4599 60 minutes in advance (within city) one business day in advance (outside city)  
 Fares: \$1.50-Full \$0.75-Reduced

### CRYSTAL LAKE DIAL-A-RIDE

Provides curb to curb dial-a-ride service within city limits of the City of Crystal Lake.  
 Days: Monday through Saturday  
 Hours: Weekdays 6:30 am to 7:00 pm  
 Saturday 9:00 am to 5:00 pm  
 For Reservations Call: 455-5900 at least 60 minutes in advance of the time you would like to be picked up.  
 Fares: \$1.50-Full \$0.75-Reduced

### HARVARD DIAL-A-RIDE

Provides curb to curb dial-a-ride service within city limits of the City of Harvard.  
 Days: Monday through Friday  
 Hours: 6:15 am to 4:00 pm  
 For Reservations Call: 943-7700 at least 30 minutes in advance of the time you would like to be picked up.  
 Fares: \$1.55-Full \$1.00-Reduced, Surcharge on Passes

### MARENGO DIAL-A-RIDE

Provides curb to curb dial-a-ride service in the City of Marengo, Village of Union and Marengo and Riley Townships.  
 Days: Monday through Friday  
 Hours: Weekdays 9:00 am to 4:00 pm  
 For Reservations Call: 1-800-273-5939, 30 minutes in advance of your desired pick up time.  
 Fares: \$1.50-Full \$0.75-Reduced

### WOODSTOCK DIAL-A-RIDE

Provides curb to curb dial-a-ride service within city limits of the City of Woodstock. Days: Monday through Sunday  
 Hours: Weekdays 6:00 am to 6:00 pm  
 Saturday 9:00 am to 3:00 pm, Sunday, 8:00am to 2:00 pm  
 For Reservations Call: 338-5240 30 minutes in advance  
 For trips between 8:00 am and 5:00pm, one day advance for trips before 8:00 am, Saturday, 30 minutes in advance between 9:00 am and 2:00 pm, and for Sundays call on Saturday.  
 Fares: \$2.00-Full, \$1.00-Reduced, Surcharge on Passes

### ADA COMPLIMENTARY PARATRANSIT SERVICE

Service areas, days and hours of operation are established in compliance with the Americans with Disabilities Act of 1990. Services are provided during those days, and hours that fixed route(s) serving the area are in operation. In order to use ADA Paratransit Services, you must have a Pace or CTA Special Services Card or RTA Paratransit I.D. Card. Call the RTA at (312) 917-HELPI (4357) for registration information and to obtain an application. TTY (312) 917-1338 (hearing impaired only). For reservations call: 1-800-451-4599, one business day in advance of the day you need to travel. Fare: \$1.50

Graphic representation of service areas are approximations only. Call reservation telephone numbers for more detail. Reduced fares include children ages 7-11, senior citizens, and persons with disability (with RTA Reduced Fare card), and students (high school or younger with appropriate identification to and from school only on school days, between 6:00 am and 8:00 pm.) All fares subject to change at Pace's discretion.





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STATEMENT OF NON-DISCRIMINATION the Area Agency on Aging does not discriminate in admission to program or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; Section 504 of the Rehabilitation Act; the Age Discrimination Act; The age Discrimination in Employment Act; and the U.S. and Illinois Constitution. If you feel you have been discriminated against, you have the right to file a complaint with the Illinois Department on Aging. For information, call 1-800-252-8966 (Voice and TDD) or contact the Northeastern Illinois Area Agency on Aging at 1-800-528-2000.





# KANE

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## **PACE'S KANE COUNTY ADA PARATRANSIT SERVICES**

Kane County ADA services are available in portions of Kane County beginning September 1, 1994. The curb-to-curb service operates in areas that are within three-quarters of a mile of Pace fixed route buses, and is available to any person who meets regional eligibility requirements.

The ADA service areas, days, and hours are established in compliance with the provisions of the Americans with Disabilities Act. Days and hours of service are provided approximately during those days and hours that specified fixed route(s) servicing that area are in operation.

In order to use Pace ADA Services, you must have a Pace or CTA Special Services Card or an RTA ADA Paratransit I.D. card. Call the RTA at (312) 917-HELP for registration information and to obtain an application. TDD: (312) 917-1338 (hearing impaired only).

The fare is \$1.50 for a one-way trip.

### **HOURS OF OPERATION**

Service is available in the entire Kane County ADA area from 7:00 a.m. to 5:15 p.m., Monday through Friday. Some areas also have early morning, early evening, and Saturday service. Contact the reservation number listed below for information on extended service hours.

### **SCHEDULING TRIPS**

To schedule trips, call: 1-800-637-0433 (TDD 1-800-994-9999)

Trips may be scheduled up to 14 days prior to the day you need to travel. The reservation office is open Monday through Friday between 6:00 a.m. and 5:00 p.m. and on Saturday between 7:00 a.m. and 5:00 p.m.

## PACE DIAL-A-RIDE SERVICE

Pace continues to offer local Dial-A-Ride services for senior citizens and persons with a disability in many parts of Kane County. The ADA service is offered in addition to the local Dial-A-Ride service. Pace encourages you to use these convenient, curb-to-curb services for your travel needs.

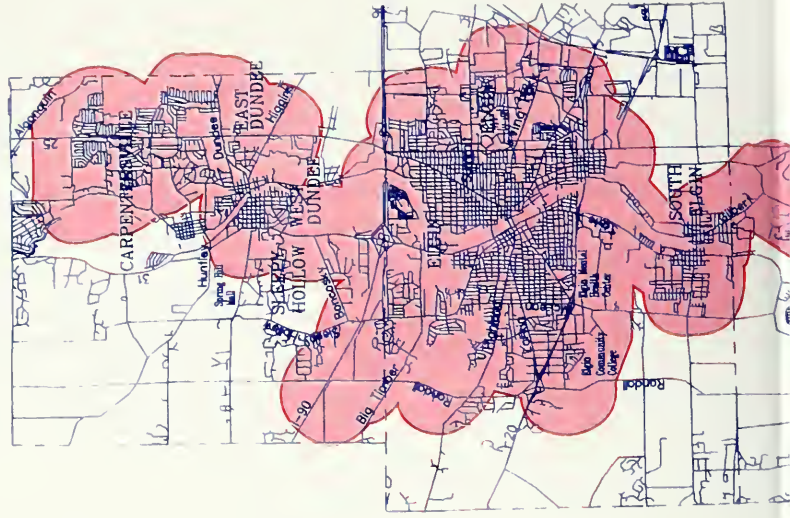
For information on local Dial-A-Ride services, call Pace Passenger Services at (708) 364-7223.



# KANE COUNTY

## KANE COUNTY ADA SERVICE AREA

The Kane County ADA full service area is marked in orange. ADA curb-to-curb service is available Monday through Friday from 7:00 a.m. to 5:15 p.m. In some areas, service is available as early as 5:30 a.m. and as late as 8:15 p.m. For information on the extended weekday and Saturday service hours, please call 1-800-637-0433.









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## **PACE'S COOK COUNTY ADA PARATRANSIT SERVICES**

ADA paratransit services are available in those portions of Suburban Cook County that are within three-quarters of a mile of Pace fixed route buses. Service is available to any person who meets regional eligibility requirements.

The ADA service areas, days, and hours are established in compliance with the provisions of the Americans with Disabilities Act. Service is provided during those days and hours that regular fixed routes are in operation.

In order to use Pace ADA Services, you must have a Pace or CTA Special Services Card or an RTA ADA Paratransit I.D. card. Call the RTA at (312) 917-HELP for registration information and to obtain an application. TDD: (312) 917-1338 (hearing impaired only).

The fare is \$1.50 for a one-way trip.

Cook County ADA paratransit service has been divided into 3 service areas: North, West, and South Cook. Pace contracts with private companies to operate in these service areas. The map on the inside of this brochure illustrates the boundaries of the 3 areas. Passengers should contact the carrier in the specific area in which they wish to travel.

### **HOURS OF OPERATION**

Service is available in the Cook County ADA area at the following times:

North Cook: M-F 5:00am - 10:30pm

West Cook: M-F 5:00am - 11:00pm

South Cook: M-F 5:00am - 11:00pm

Some areas also have early morning, late night, and weekend/holiday service. Contact Pace Passenger Services at (708)364-7223 for more information on extended service hours.

## SCHEDULING TRIPS

To schedule a ride, call one day before you need to travel. Call the carrier in the area in which you wish to travel. Reservations are taken at the following times:

**North Cook:** 1-800-642-9966(voice)  
1-800-833-7223(TTD)  
Monday-Friday 5:30am - 9:00pm  
Saturday 6:30am - 6:00pm  
Sunday/Holiday 7:45am - 6:00pm

**West Cook:** 1-800-924-3921(voice)  
1-800-994-9999(TTD)  
Monday-Friday 5:30am - 9:00pm  
Saturday 7:00am - 6:00pm  
Sunday-Holiday 8:00am - 6:00pm

**South Cook:** 1-800-648-3518(voice)  
1-800-616-7474(TDD)  
Monday-Friday 5:30am - 9:00pm  
Saturday 7:00am - 6:00pm  
Sunday-Holiday 8:00am - 6:00pm

## PACE DIAL-A-RIDE SERVICE

Pace continues to offer local Dial-A-Ride services for senior citizens and persons with a disability in many parts of Cook County. The ADA service is offered in addition to the local Dial-A-Ride service. Pace encourages you to use these convenient, curb-to-curb services for your travel needs.



For information on local Dial-A-Ride services, call Pace Passenger Services at (708) 364-7223.

The map displays the following areas and features:

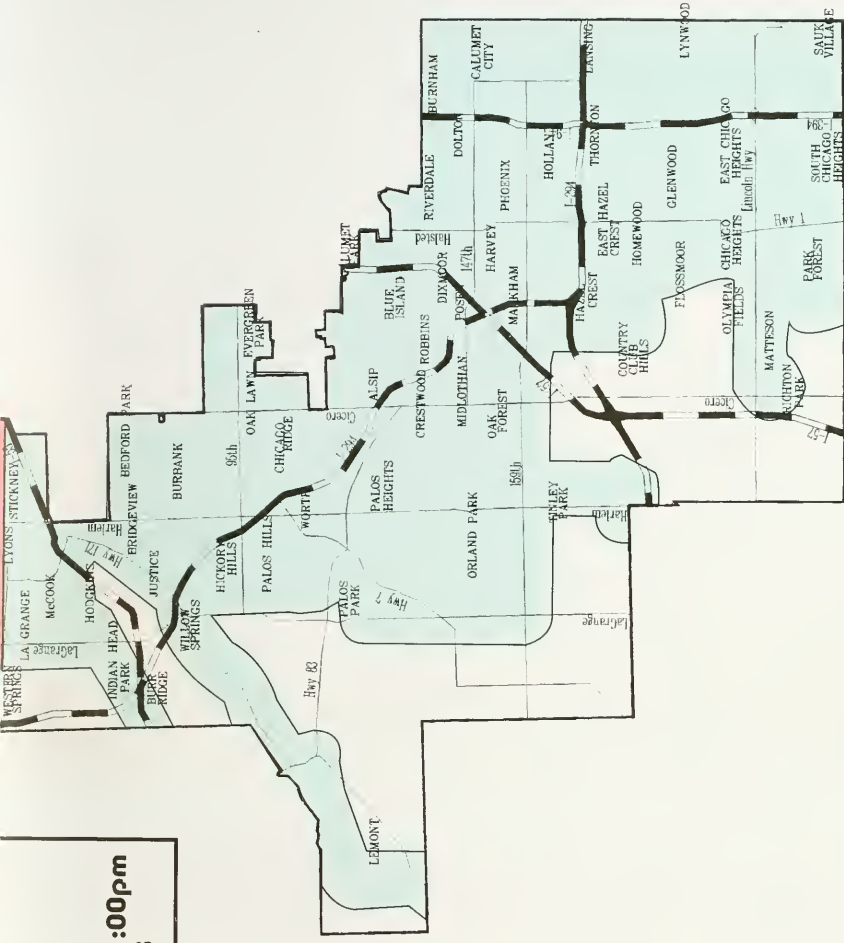
- North Cook (Light Blue):** Includes areas like BARRINGTON HILLS, PALATINE, ARLINGTON HEIGHTS, MOUNT PROSPECT, ROLLING MEADOWS, SCHAUMBURG, ELGIN, SOUTH BARRINGTON, HOFFMAN ESTATES, STREAMWOOD, HANOVER PARK, ELK GROVE VILLAGE, REMONT, PARK RIDGE, NILES, MORTON GROVE, GLENVIEW, WILMETTE, KENILWORTH, WINNETKA, CLINTON, EVANSTON, SKOKIE, and FORT WOOD.
- West Cook (Light Orange):** Includes areas like SCHILLER PARK, KENILWORTH, HARTWOOD HEIGHTS, and KENILWORTH.
- Other Areas:** Includes BARRINGTON HILLS, PALATINE, ARLINGTON HEIGHTS, MOUNT PROSPECT, ROLLING MEADOWS, SCHAUMBURG, ELGIN, SOUTH BARRINGTON, HOFFMAN ESTATES, STREAMWOOD, HANOVER PARK, ELK GROVE VILLAGE, REMONT, PARK RIDGE, NILES, MORTON GROVE, GLENVIEW, WILMETTE, KENILWORTH, WINNETKA, CLINTON, EVANSTON, SKOKIE, and FORT WOOD.

**Legend:**

- NORTH COOK**  
M-F 5:00am - 10:30pm  
1-800-642-9966
- WEST COOK**  
M-F 5:00am - 11:00pm  
1-800-924-3921

**1-800-642-9966**

**1-800-924-3921**



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# LAKE



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# PACE'S LAKE COUNTY ADA SPECIAL SERVICES

are available in 22 Lake County communities. The curb-to-curb service operates in all areas covered by Pace fixed route buses, and is available to any person who meets regional eligibility requirements.

In order to use Pace Special Services, you must have a Pace or CTA Special Services Card. Call 708-364-PACE for registration information and to obtain an application. TDD: 708-364-5093 (hearing impaired only).

**IMPORTANT NOTE:** In 1993, the RTA will be making changes to the eligibility, certification and registration process for Special Service users. Pace and the RTA will provide you with details as soon as they are finalized.

## LAKE COUNTY SPECIAL SERVICES SERVICE AREA

For \$1.50 for a one-way trip on Special Services, you can travel to the following communities:

<u>Northwest Lake</u>	<u>Northeast Lake</u>	<u>Central Lake</u>	<u>North Lake</u>	<u>Southeast Lake</u>
Grayslake	Waukegan	Libertyville	Zion	Deerfield*
Round Lake*	Gurnee*	Mundelein*	Winthrop Harbor	Buffalo Grove*
Round Lake Beach*	Park City	Vernon Hills*	Beach Park	Highwood*
Fox Lake*	North Chicago*			Lincolnshire*
				Riverwoods*
				Highland Park*
				Lake Forest*
				Wheeling*

\*Only serves part of the city.

## HOURS OF OPERATION

Service is available to all the above areas from 6:00 a.m. to 7:00 p.m., Monday through Friday. Late evening and weekend service is also available in some areas. Refer to the maps included in this brochure for specific days, times and areas covered. If you have any questions, call Pace Passenger Services at (708)364-7223.

The ADA Special Services areas, days, and hours are established in compliance with the provisions of the Americans with Disabilities Act. Service is provided within 3/4 of a mile of any regular Pace fixed route. Days and hours of service are provided approximately during those days and hours that specified fixed route(s) serving that area are in operation.

# SCHEDULING A RIDE

To schedule a ride, call one day before you need to travel. Reservations for Northwest, Northeast, Central and North Lake Special Services are taken Monday through Friday between 6:30 a.m. and 6:30 p.m.; Saturdays between 8:00 a.m. and 4:00 p.m.; and Sundays and Holidays between 9:30 a.m. and 4:00 p.m.

Reservations for Southeast Lake Special Services are taken Monday through Friday between 5:30 a.m. and 11:30 p.m.; Saturdays between 6:30 a.m. and 7:30 p.m.; and Sundays and Holidays between 7:45 a.m. and 7:00 p.m.

To reserve your trip call the phone number in your area:

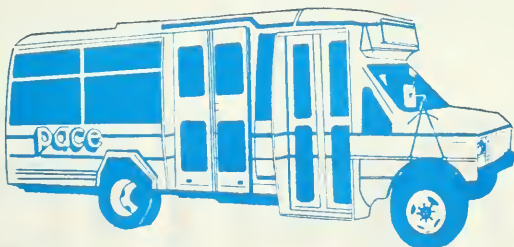
<b>Northwest Lake</b>	<b>call</b>	<b>1-800-244-7223</b>	<b>(TDD 1-800-244-4620)</b>
<b>Northeast Lake</b>	<b>call</b>	<b>708-223-2245</b>	<b>(TDD 1-800-244-4620)</b>
<b>Central Lake</b>	<b>call</b>	<b>708-223-9412</b>	<b>(TDD 1-800-244-4620)</b>
<b>North Lake</b>	<b>call</b>	<b>1-800-201-6446</b>	<b>(TDD 1-800-244-4620)</b>
<b>Southeast Lake</b>	<b>call</b>	<b>1-800-547-8721</b>	<b>(TDD 1-800-833-7223)</b>

Transfers may be required on some trips. Assistance in making all arrangements can be obtained at the time you reserve your ride. Transfers cannot be made between Southeast Lake and the other Lake County Services.

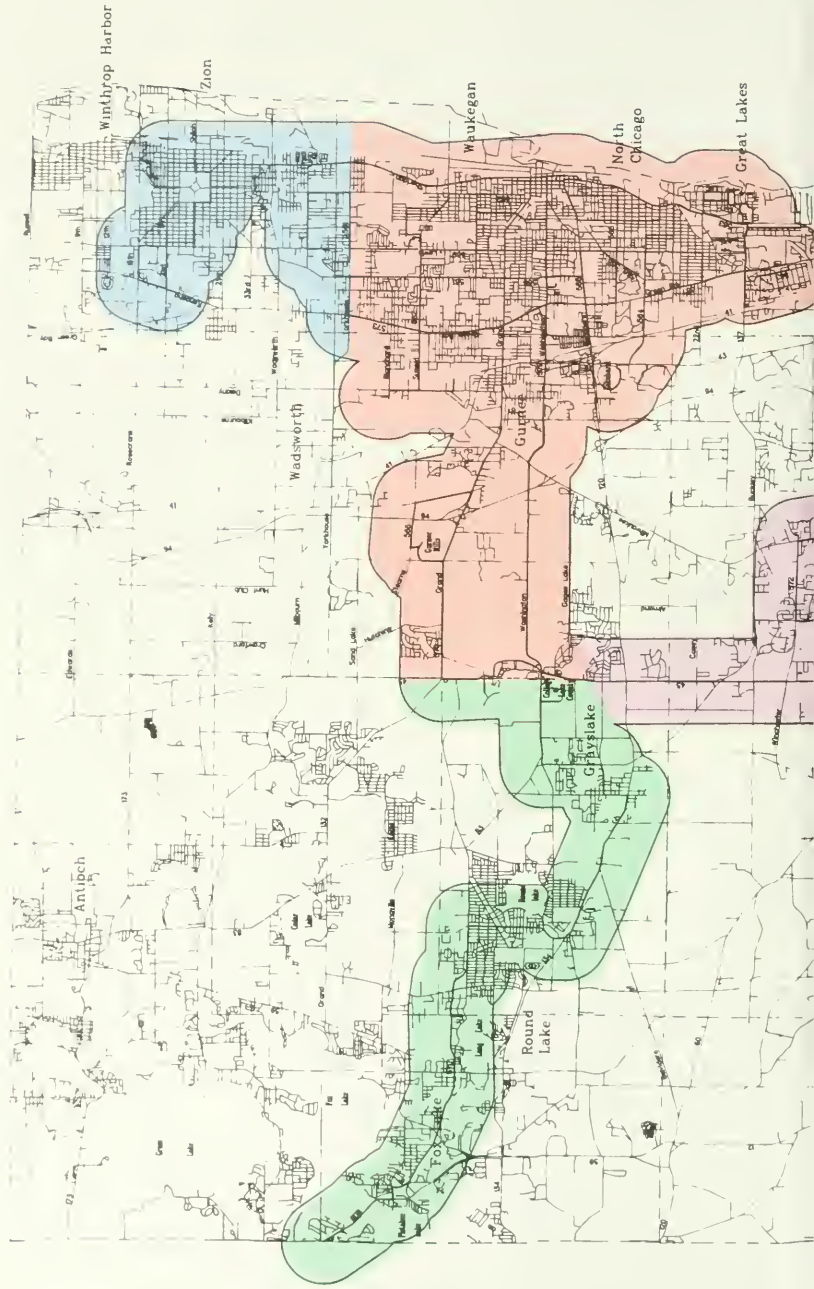
## PACE DIAL-A-RIDE SERVICE

Pace continues to offer local Dial-a-Ride services for senior citizens and persons with a disability in many parts of Lake County. These are operated separately from the ADA Special Services.

For information on local Dial-a-Ride fares, hours of operation, and how to schedule a ride, call Pace Passenger Services at 708-364-7223.



# Lake County









## LATE EVENING AND WEEKEND SERVICE AREAS AND H

### MONDAY-FRIDAY

8:30 p.m. - 10:15 p.m.

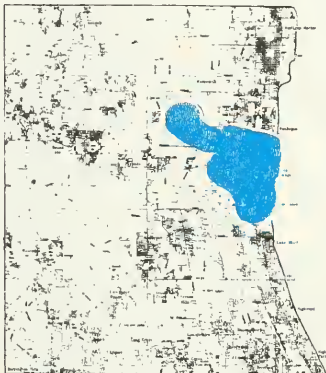
### SATURDAY

6:30 p.m. - 10:00 p.m.

### SUNDAY

9:45 a.m. - 7:15 p.m.

Additional service is available within the 3/4 mile corridor along Route 567 until 12:15 a.m., Fridays and Saturdays. Service is available within this same corridor until 11:45 p.m. on Sundays.

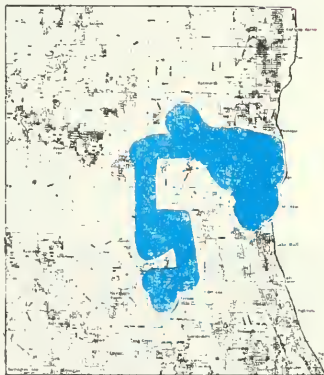


### SATURDAY

Blue Area 8:00 a.m. - 6:30 p.m.

Gray Area 6:30 a.m. - 7:30 p.m.

Additional service is available within the 3/4 mile corridor along route 572 at 7:15 a.m.



### MONDAY-FRIDAY

7:00 p.m. - 8:30 p.m.

**Weekday service area from 6:00 a.m. - 7:00 p.m. is shown on inside map.**

The service areas, days, and hours are established in compliance with the provisions of the Americans with Disabilities Act. Service is provided within areas that are within 3/4 of a mile of any regular Pace fixed route. Days and hours of service are provided approximately during those days and hours that the specific fixed route(s) serving that area are in operation.



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# ADA SERVICE AREAS

